
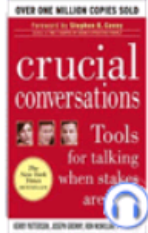


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Crucial Conversations: Tools for Talking When Stakes Are High *(Audio Book)*



by Kerry Patterson, Joseph Grenny and Ron McMillan and Al Switzler

Length: 4 hours 17 minutes

McGraw-Hill © 2003 *Citation*

ISBN: 9780972488907

This audio edition gives you the tools to handle life's most difficult and important conversations, say what's on your mind, and achieve positive outcomes.

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HBR's 10 Must Reads on Managing Yourself


by Harvard Business Review Press Harvard Business Press

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Crucial Conversations: Tools for Talking When Stakes Are High (Audio Book)
by Kerry Patterson, Joseph Grenny and Ron McMillan and Al Switzler
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Released: April 10, 2009
Catalog ID: 2433207

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Recommend? ☒ YES ☐ NO
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Description

Crucial Conversations gives you the tools to handle life's most difficult and important conversations, say what's on your mind, and achieve positive outcomes. You'll learn to:

- Prepare for high-stakes situations with a proven technique
- Make it safe to talk about almost anything
- Be persuasive, not aggressive
- Turn crucial conversations into the action and results you want

Whether they take place at work or at home, with the skills you learn in this book you'll never have to worry about the outcome of another crucial conversation again.

The following are the specific segments contained in each of the audio files for download:

AUDIO 1:

1. Foreword by Stephen R. Covey (7:04)
2. Chapter 1: What's a Crucial Conversation? (5:41)
3. A Typical Crucial Conversation (6:19)
4. Some Common Crucial Conversations
5. Chapter 2: Mastering Crucial Conversations
6. The Pool of Shared Meaning (9:14)
7. Chapter 3: Start with Heart (9:16)
8. Refuse the Sucker's Choice (7:16)

AUDIO 2:

1. Chapter 4: Learn to Look (6:59)
2. Learn to Look for Safety Problems (11:08)
3. Chapter 5: Make It Safe (8:36)
4. Apologize When Appropriate (5:54)
5. Chapter 6: Master My Stories (8:12)
6. Analyze Your Stories (8:17)
7. Why We Tell Clever Stories (8:08)

AUDIO 3:

1. Chapter 7: Share My Story (7:23)
2. Tell Your Story (6:56)
3. Strong Beliefs (6:40)
4. Chapter 8: Explore Others' Stories (9:54)
5. Permission to Acknowledge the Story (10:41)
6. Chapter 9: Move to Action (8:12)
7. Decision Making Blunders and Solutions (7:32)
8. Surviving the Joys of Consensus (8:53)

AUDIO 4:

1. Chapter 10: Putting It All Together (10:38)
2. Chapter 11: Yeah, But (7:13)
3. Deference to Authority (8:01)
4. Vague But Annoying (9:31)
5. Insordination (Or Over-the-Line Disrespect) (9:51)
6. Chapter 12: Change Your Life (9:43)
7. Master the Content (10:02)

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